



# Cisco

**500-325 Exam**

**Cisco Collaboration Servers and Appliances (CSA) Exam**

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# Version: 11.1

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## Question: 1

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Which functionality does Cisco Unified Contact Center Enterprise provide?

- A. data analytics, intelligent analysis, and the ability to condense data
- B. advanced malware protection, firewall security, and notification services
- C. call and nonvoice task processing, agent selection, queuing, and reporting
- D. voice conferencing, web conferencing, and data-sharing

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## Answer: C

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## Question: 2

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Which option lists the five product categories that can be deployed in a UC on UCS solution?

- A. UC and Collaboration Edge, conferencing, customer collaboration, system management, and older products
- B. UC and Collaboration Edge, conferencing, customer care, system marking, and older products
- C. UC and Collaboration Edge, conferencing, customer care, system management, and newer products
- D. UC and Collaboration Edge, conferencing, customer care, system management, and older

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## Answer: D

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## Question: 3

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How much hardware oversubscription is allowed for UC on UCS applications?

- A. No hardware oversubscription is allowed.
- B. Some hardware oversubscription is allowed on Business Edition solutions.
- C. Some hardware oversubscription is allowed on Cisco UCS servers.
- D. Hardware oversubscription to double the specifications is allowed.

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## Answer: A

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Reference:

<https://supportforums.cisco.com/t5/ip-telephony/can-vms-share-the-allocated-vcpus-between->

[them/td-p/3082246](https://them/td-p/3082246)

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**Question: 4**

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Which feature is recommended to be enabled?

- A. Hyper-Sizing
- B. Dynamic Power Management
- C. Energy Saving
- D. Inter Virtualization Technology

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**Answer: D**

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**Question: 5**

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Which definition of Cisco Spark Hybrid is true?

- A. way to connect Cisco Telepresence Management Server and the Spark Cloud to optimize communication
- B. way to connect Cisco Telepresence Server and the Spark Cloud to optimize communication
- C. way to connect Cisco Video Communication Server and the Spark Cloud to optimize Communication
- D. way to connect Cisco Unified Communication Manager and the Spark Cloud to optimize communication

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**Answer: D**

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**Question: 6**

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Which result occurs if the device does not have the Connect at power on check box selected?

- A. The OVA template does not install.
- B. The ISO file does not load.
- C. The OVF template options do not display.
- D. The device does not power on.

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**Answer: D**

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**Question: 7**

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What is the maximum number of agents supported in a Cisco Packaged Contact Center Enterprise Solution?

- A. 1000
- B. There is no limit
- C. 2000
- D. 6000

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**Answer: D**

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Reference:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/pcce/pcce\\_1\\_0\\_0\\_1/reference/guide/PCCE\\_BK\\_A0CE0252\\_00\\_DesignGuide-10Book/PCCE\\_BK\\_A0CE0252\\_00\\_DesignGuide-10\\_chapter\\_010](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_1_0_0_1/reference/guide/PCCE_BK_A0CE0252_00_DesignGuide-10Book/PCCE_BK_A0CE0252_00_DesignGuide-10_chapter_010)

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### Question: 8

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Which type of trunking from the public switched telephone network is supported by the Ci BE4000 appliance?

- A. CAMA
- B. BRI
- C. Sonet
- D. H.323

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**Answer: B**

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### Question: 9

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What happens after the media integrity test?

- A. timezone configuration deployment
- B. product deployment selection
- C. auto negotiation
- D. DHCP configuration

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**Answer: B**

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Reference:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/install/11\\_0\\_1/CUCM\\_BK\\_IDF93684\\_00\\_installing-cucm\\_1101/Installation\\_tasks](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/install/11_0_1/CUCM_BK_IDF93684_00_installing-cucm_1101/Installation_tasks)

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### Question: 10

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Which action does the Directory Connector of Cisco Spark enable?

- A. It enables Microsoft Active Directory integration with Cisco Collaboration Cloud.
- B. It enables integration between on-premises call processing services and Cisco Collaboration Cloud.

- C. It enables integration between on-premises calendaring applications, like Microsoft Exchange, and Cisco Collaboration Cloud.
- D. It enables connectors that are hosted on Expressway Core to be managed by the Cisco Collaboration Cloud.

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**Answer: A**

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